

**Informatics**

# **Monthly Operating Letter**

City of Westfield



**May  
2012**

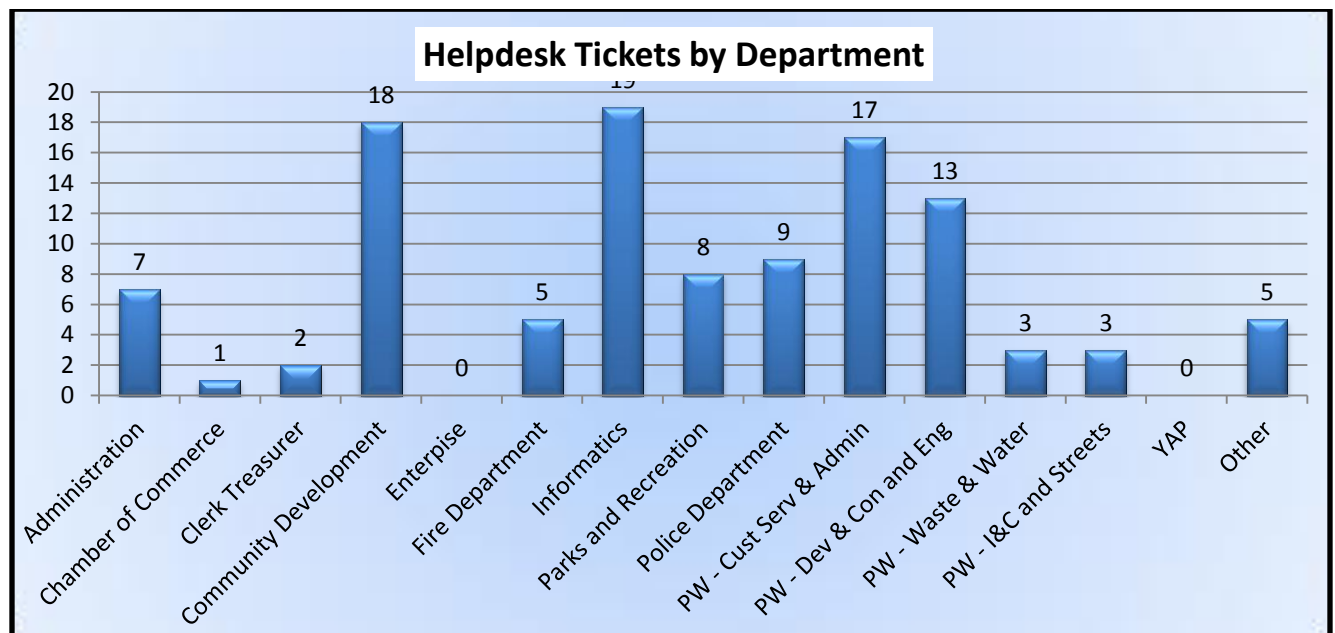
## HIGHLIGHTS:

- Distribution of monthly Informatics Bulletin
- Launch external Wifi network and website to broadcast password
- Installed new spam and web filter with Barracuda

## Technical Services

### Helpdesk

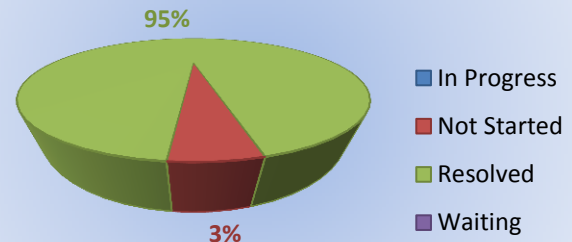
- End of the month Helpdesk:
  - Ticket Carryover: 2 of 2 work orders Resolved
  - 110 tickets created in May
  - Resolved: 105
  - In Progress: 0
  - Not Started: 5
  - Waiting on Manufacturer/Supplier/Requestor: 0
  - Invalid/Duplicate: 0



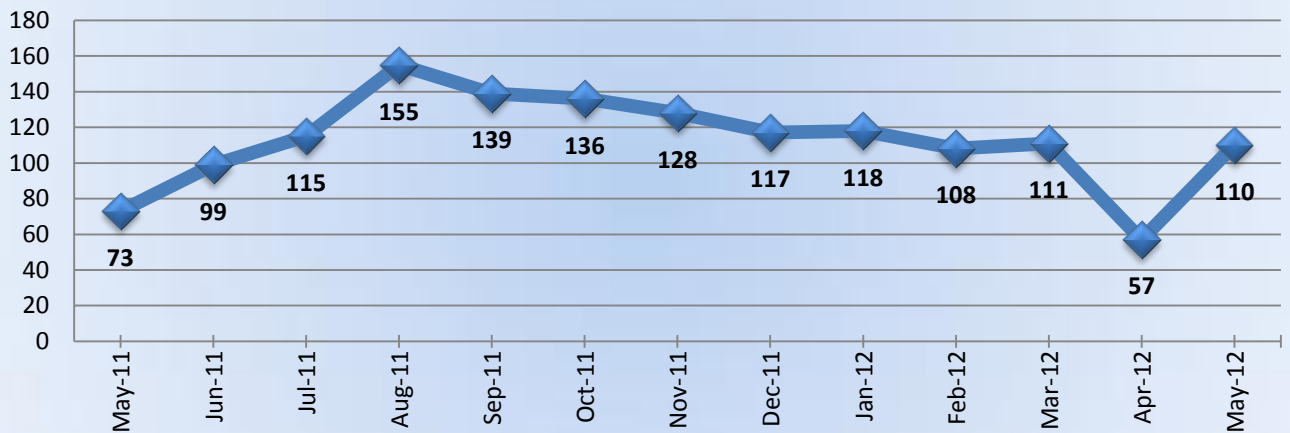
### Top Helpdesk Users

- |                   |                    |
|-------------------|--------------------|
| 1. Leane Kmetz    | 6. Jennifer Miller |
| 2. Kurt Wanninger | 7. Pat Leuteritz   |
| 3. Neil VanTrees  | 8. Samuel Rivard   |
| 4. Sarah Reed     | 9. Alisa Kam       |
| 5. Melody Jones   | 10. Anne Cotham    |

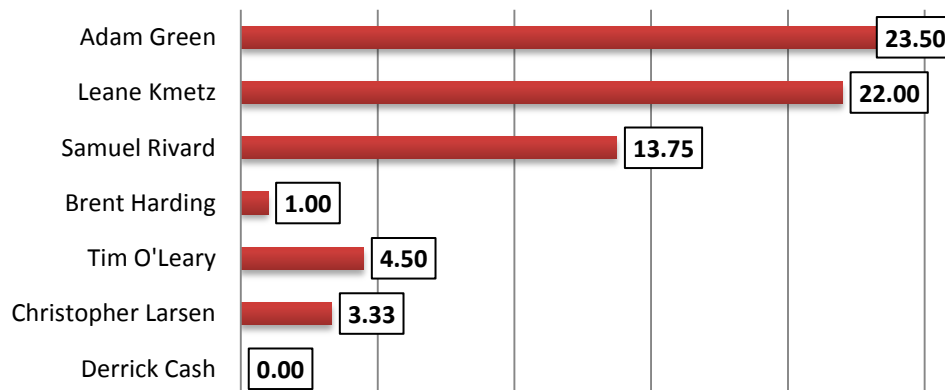
### Feb Helpdesk Status



### Open Ticket Totals Over a Year



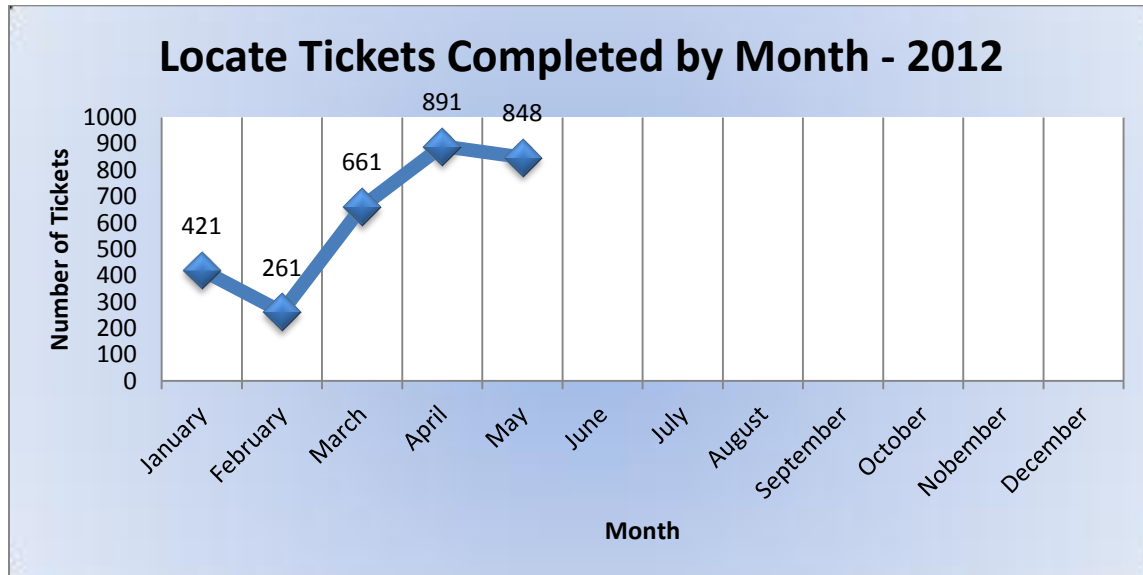
### Hours on HelpDesk Tickets



## Field and GIS Services

- **Field Services**

- o Tim located 848 tickets and processed 352 GPS Points



## Highlights

- Leane presented “Using GIS for a Tree Inventory Grant” on May 8 at the Indiana GIS Conference. At the conference, her daughter Katie won second place in the K-12 student IndianaMap competition with her map “Where to Walk your Dog in Westfield.”
- The risk assessment data is now hosted on the Hamilton County server.
- My co-presentation of “Mapping our Future – Mandatory Municipal Redistricting Webinar” is available here.
- The Westfield Rotary Half Marathon route is now available on the flex map and in The City of Westfield Group for mobile users.
- The Water Valve Turning status is now available on the flex map and in The City of Westfield Group for mobile users.
- The Westfield Rocks the 4th booth and parking information is now available on the flex map and in The City of Westfield Group for mobile users.
- Leane attended the Northwest Indiana District 1 Response Task Force in Gary, IN on May 31.
- The City of Westfield Flex map is receiving an average of 1000 hits a month!

## **Volunteerism:** 6 hours of volunteer work completed.

- Leane spent 2 hours with Cassandra has a YAP mentor
- Christopher attended a board meeting for Creating Mobility

**Training:** 8 hours of training completed.

- Leane also was taking 6340 GIS Customization classes